

Clerical and Office Branch  
Office machine Operation Group  
Public Safety Dispatch Series

**PUBLIC SAFETY CALL TAKER**

07/00 (LBT)

*Summary*

Under general supervision, on an assigned shift, receive and screen routine and emergency telephone calls for Police/Fire/EMS assistance.

*Typical Duties*

Process incoming calls for service. Involves: answering calls within narrow time parameters; evaluating the need for Police/Fire/EMS by determining the exact nature of the incident, geographic location, governmental jurisdiction, and priority code to be used in dispatching units to the scene; entering appropriate information into computer dispatch system (CAD) and forwarding to appropriate agency; providing first-line hostage negotiation or suicide prevention intervention; receiving and answering requests for information from other law enforcement agencies, ambulance companies, hospitals, and the general public; facilitating communication of incident information to police officers engaged in post-incident investigation; at direction of handling officer, contracting the public to inform them of incidents involving family members; telephone automobile wrecking companies to request removal service at the scene of traffic accidents; maintaining data and command logs; operating equipment used to record incoming calls; entering data into computer system; maintaining records and preparing reports; maintaining awareness of job related department, city, state and federal rules and regulations.

Perform related incidental duties contributing to realization of unit or team objectives as required. Involves: providing specified support for miscellaneous projects or activities by higher graded personnel as instructed; monitoring and notifying supervisor of communication problems and equipment malfunctions; explaining and demonstrating work performed to assist supervisor in orienting and training less knowledgeable employees; engaging in assignments pertaining to functions of other positions for training purposes under close supervision; conducting extensive peer training; participating in special projects such as emergency management drills; preparing and submitting recurring and special status reports; keeping tools, equipment and work area orderly, safe and clean.

*Minimum Qualifications*

Training and Experience: Graduation from high school or G.E.D. plus two (2) years general work experience, including one (1) year of public contact; or an equivalent combination of training and experience

Knowledge, Abilities and Skills: Some knowledge of: telephone usage techniques; record keeping methods.

Ability to: operate audio equipment; make quick and accurate decisions based on the situation and established procedures; ask pertinent questions and elicit information from uncooperative callers; determine the extent of an emergency; obtain and accurately record information; communicate effectively with the general public; express oneself orally, clearly and concisely in English and Spanish.

Skill in the safe operation and care of: telephone communications equipment and related computer equipment.

Special Requirements: Work flexible hours including shift work, weekends and holidays. Subject to call-back during non-working hours and mandatory overtime. Must be bilingual (English/Spanish) and have good diction and a clear speaking voice. Must successfully pass an audiogram, drug screening and stringent background investigation. Must type 35 words per minute.

Physical Effort & Work Environment: Continuously sit in a restricted, noisy, windowless work space, wearing a headset; operate audio and voice communication equipment.

Licenses and Certificates: Must obtain license as a telecommunicator from the Texas Commission on Law Enforcement Education and Standards and a certificate of TCIC/NCIC training Texas Department of Public Safety Law Enforcement Academy within one (1) year of employment. Must maintain local and state certifications during course of employment.

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Director of Personnel

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Department Head